

## August 2015 MONTHLY REPORTING:

| ENROLLMENT   |            |            |          |               |
|--|------------|------------|----------|---------------|
| REGIONS  | AMERIGROUP | PEACHSTATE | WELLCARE | REGION TOTALS |
| Atlanta  | 202,326    | 219,637    | 247,009  | 668,972       |
| Central  | 8,869      | 58,002     | 86,880   | 153,751       |
| East   | 29,935     | 3,688      | 39,366   | 72,989        |
| North  | 66,336     | 11,399     | 101,685  | 179,420       |
| Southeast  | 38,486     | 7,143      | 72,215   | 117,844       |
| Southwest  | 4,930      | 80,576     | 39,928   | 125,434       |
| Statewide  | 350,882    | 380,445    | 587,083  | 1,318,410     |
| GF Month-end Adjusted Process Results Summary - August 2015<br>Source: Fiscal Agent, HPE |            |            |          |               |

| PROVIDER CALL CENTER STATISTICS   |            |            |          |
|---|------------|------------|----------|
|   | AMERIGROUP | PEACHSTATE | WELLCARE |
| Avg Speed of Answering  | 82.35%     | 87.17%     | 77.0%    |
| Abandonment Rate  | 1.01%      | 0.92%      | 3.0%     |
| Blocked Calls   | 0.00%      | 0.05%      | 0.00%    |
| Represents August 2015 call center performance totals (including subcontracted vendors). Eighty percent (80%) of calls must be answered by a person within thirty (30) seconds, the Blocked Call rate must not exceed one percent (1%), and the rate of Abandoned Calls must not exceed five percent (5%).<br>Source: CMO Self-Reported data. |            |            |          |

| CMO PAYMENTS TO PROVIDERS  |                             |                             |                           |
|--|-----------------------------|-----------------------------|---------------------------|
| MONTH  | AMERIGROUP<br>(\$ Millions) | PEACHSTATE<br>(\$ Millions) | WELLCARE<br>(\$ Millions) |
| January 2015   | \$72,807,382                | \$57,037,302                | \$111,473,460             |
| February 2015  | \$ 69,995,918               | \$ 59,271,618               | \$ 106,012,983            |
| March 2015   | \$ 66,103,921               | \$ 69,648,442               | \$ 109,865,346            |
| April 2015   | \$ 74,640,132               | \$ 66,450,822               | \$ 114,642,156            |
| May 2015   | \$ 75,092,381               | \$ 55,575,276               | \$ 110,796,482            |
| June 2015  | \$ 63,629,448               | \$ 60,137,277               | \$ 99,448,695             |
| July 2015  | \$ 79,721,117               | \$ 59,519,677               | \$ 106,455,958            |
| August 2015  | \$ 78,688,840               | \$ 66,726,565               | \$ 110,708,078            |
| September 2015   |                             |                             |                           |
| October 2015   |                             |                             |                           |
| November 2015  |                             |                             |                           |
| December 2015  |                             |                             |                           |
| Represents CMO payments to all provider types for August 2015.<br>Source: CMO "Claims Processing Report" |                             |                             |                           |

**August 2015 MONTHLY REPORTING:****EMERGENCY ROOM CLAIMS PAYMENT**

August 2015

|   | <b>AMERIGROUP</b> | <b>PEACHSTATE</b> | <b>WELLCARE</b> | <b>TOTALS</b> |
|---|-------------------|-------------------|-----------------|---------------|
| # of ER Claims Submitted  | 17,312            | 13,455            | 26,424          | 57,191        |
| ER Claims Paid at a Reduced amount (such as the Triage Rate)            | 693               | 7,288             | 11,000          | 18,981        |
| # of Appeals  | 124               | 135               | 1,181           | 1,440         |
| # of Appeals overturned where the Reduced rate is paid at a higher rate | 3                 | 45                | 44              | 92            |

**Source: CMO Monthly CMO self-reported number of Emergency Room claims submitted, claims paid, the number of appeals and the number of appeals overturned.**

Period - August 2015